

moneyhub 

Applicant Playbook

Our streamlined approach to hiring mission
ready talent at Moneyhub.



Introduction to Moneyhub



Who is Moneyhub?

Moneyhub empowers leading banks, pension providers, wealth managers and insurers to deliver intelligent, personalised financial journeys, driving better outcomes and long-term customer relationships.

With an API-first platform, Moneyhub offers enriched transaction data, AI-driven categorisation, decisioning, analytics, and payment initiation services. These embedded data services and applications help clients attract and retain customers, reduce operational costs, increase profitability, and improve financial wellbeing.

Moneyhub is regulated by the FCA and certified to ISO 27001, underscoring its commitment to security, compliance, and innovation



Our mission, values, and what we're building

Our Mission is to empower our financial services customers to better understand their clients' needs and to provide them with data services and embedded technologies that deliver highly personalised, lifelong financial relationships.





Life at Moneyhub



Culture in practice

Our culture is collaborative, trusting, and adult-to-adult. We value autonomy and expect people to take ownership of their work, while supporting one another as a team.



How teams work together

Teams at Moneyhub work cross-functionally. Engineers, product managers, designers, data specialists, and commercial teams collaborate closely, sharing context and responsibility rather than working in silos.



Hybrid and remote working

We operate a flexible hybrid model. Some roles are more office-based, others more remote - expectations will always be clear in the job description and discussed openly during the interview process.



What we celebrate

We recognise impact, learning, and collaboration. Success isn't just about outcomes, but how we get there. Regular check-ins, peer recognition, and shared reflection are part of everyday life at Moneyhub.



The Hiring Experience



Our recruitment process

Our recruitment process is designed to be clear, respectful, and human. Our typical process will likely include 2 - 3 meetings over 2 -3 weeks.



Stage 1: Application review



Stage 2: Screening call with talent



Stage 3: Interview stages

Some roles include a short task, such as a research challenge or presentation linked to our products.

- ▶ Tech roles: Screening → technical test → interview
- ▶ Non-tech roles: screening → interview → interview



Stage 4: Offer

▶ Timelines and communication

We always endeavour for our process to be prompt. We provide feedback to all candidates who complete a screening call, and we aim to share interview feedback within 48 hours wherever possible.

▶ Who you'll meet

You'll usually meet someone from Talent, the hiring manager, and relevant team members. We want you to get a real sense of the people you'd work with. Once we have offered you a role, we always encourage a conversation with the hiring manager in a non interview environment to help you consider the offer.

▶ What we assess and why

We focus on skills, values alignment, and how you approach problems - no trick questions or pressure tactics.





Our interview style



Conversation over interrogation

Our interviews are conversational and friendly. We're interested in how you think, communicate, and reflect - not in catching you out.



Behavioural questions

We use behavioural questions to understand how you've handled real situations. We're looking for clarity of thought, learning, and impact.

Interview tip to highlight impact - We encourage candidates to use the **STAR method** (Situation, Task, Action, Result) when answering questions. This helps you clearly demonstrate what you did and what changed as a result.



Technical assessments and tasks

Technical or role-specific tasks are designed to be realistic and proportionate. We'll always be clear about what's involved and how long it should take. We are respectful of your time and our tech tests are designed to only take up to 2 hours.

We use the tests as a chance to demonstrate to you the sort of work you would be responsible for - if you enjoy the test, chances are you're going to enjoy the role.



Non-technical task examples

For some roles, we may ask candidates to complete a short research or presentation exercise. This helps us understand how you think, approach problems, and communicate ideas. For example, a sales candidate might be asked to outline where they see our target markets developing and how they would approach their first 90 days. A Pre-Sales candidate may be asked to walk us through a product of their choice.

We aim to keep these tasks proportionate, relevant, and closely tied to the role you're interviewing for.



After interviews

You can expect clear feedback, transparency around next steps, and timely communication throughout.

If unsuccessful we ask all applicants for their feedback on how we could improve our processes.



Using AI in Talent Acquisition

We're realistic and open about AI - both internally and for candidates.

Candidate & Applicant usage of AI

Where AI use is welcome

- Research and preparation
- Structuring or refining answers
- Drafting CVs or applications
- Clarifying technical concepts

Where AI should not be used

- Misrepresenting experience or skills
- Completing technical tests or tasks on your behalf
- Producing answers you can't personally explain

How we use AI internally

We use AI thoughtfully in our hiring process, including tools such as Granola for note-taking, AI for structuring interview assessment templates, and Workable for CV review support.



What We Look For



The roles we hire for

We hire across a range of disciplines. Each role contributes to our mission in a different way, and collaboration across teams is key.



What we look for in applicants

While each role has specific requirements, strong candidates often show:

- ▶ Alignment with our values
- ▶ Comfort working with autonomy
- ▶ Evidence of real impact
- ▶ Evidence of being a team player capable of working with autonomy
- ▶ Intellectual curiosity
- ▶ Clear communication
- ▶ A focus on outcomes and a high degree of accountability



Your Future at Moneyhub



Benefits & perks

Compensation philosophy

We aim to pay fairly and competitively, with transparency and consistency.

Benefits and wellbeing

- 5% company contribution towards your Pension from your very first day with us. 3% contribution from yourself.
- 25 days of holiday (plus bank hols), rising to 30 days after two years.
- Flexible Bank Holidays, allowing you to take your entitlement to UK bank holidays at other times based on your own days of significance.
- Private medical insurance, including cover for pre-existing conditions, plus dental and optical benefit.
- 3 Months Moneyhubber Family Pay when you become a new parent (including enhanced parental leave).
- Permanent health insurance and life cover - much greater than the industry standard (death in service).
- Employee assistance programme, wellbeing and mental health support, and Life event leave.
- Cycle to work scheme and EV Car Scheme.
- High spec laptop.
- Free lunch in the Bristol office on Mondays and Wednesdays to get teams together and away from the keyboard.

Learning culture

We encourage continuous learning and regular check-ins and feedback through tools like 15Five.

- Professional development support with a dedicated allowance of time and money.
- We offer £750 budget per year to individuals to choose courses they would like to enrol on
- Guild hubs are open to anyone; employees can create or join groups to explore topics of shared interest.

Remote & hybrid support

- Remote working permitted within policy and as agreed with your manager.
- Access to co-working spaces.
- Support for your home office set-up.





Equity, diversity & inclusion

We're committed to building a fair and inclusive workplace.

Reasonable adjustments

We're happy to make reasonable adjustments at any stage of the recruitment process. You can request support by contacting the Talent team - no explanation beyond what's needed.

Inclusive benefits

Our benefits support different needs and life stages, including enhanced parental leave and flexible bank holidays.



Joining Moneyhub - your first few weeks

Your onboarding focuses on context, connection, and confidence. From scheduling your first calls to checking in after your first few weeks, we have people in place to support your onboarding.

You can expect:

- Clear onboarding plan
- Introductions to your team and key stakeholders
- Access to tools and documentation
- Early and realistic OKR's* designed to help you settle in and succeed

**OKRs - Objectives and Key Results.*





FAQs



How long should my CV be?

Up to 4 pages but we really don't mind.



Do you sponsor visas?

We have sponsored in the past and we may in the future for niche skill sets. However we are looking to hire people with the right to work in the UK without the need for sponsorship.



What if I don't meet every requirement?

Apply anyway - we value potential and transferable skills.



Can I reapply if unsuccessful?

Yes. We welcome repeat applications.



Are the interviews remote or in person?

Your first meeting with talent will always be remote. Where possible we will attempt to arrange one of the latter stages in person so you can see the environment and culture you would be working in on your days spent in the office.

What next?

Thank you for taking the time to read this playbook. We hope it helps you decide whether Moneyhub is the right place for you.

For any questions, or to learn more about life at Moneyhub, please reach out to our talent team.

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